

# Means-Based Fare Update

**ATSP Task Force Meeting  
February 8, 2024**



CONTRA COSTA  
transportation  
authority



**CONTRA COSTA**  
COUNTY, CALIFORNIA

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# Means-Based Fare Pilot Update

- Extension of pilot to one year
- 157 participants as (Oct 2023 – Jan 2024)
  - An increase of 92 passengers from launch of program
- Took over from 211
  - Direct phone calls to Tri Delta Transit's Means Based Fare Department created an easier application process for passengers
- Outreach done in senior centers, dialysis units, community partners, IVR calls, emails, website, promotional video, etc.

Everyone loves a FREE Ride!

Call Today!



If you use Tri Delta Transit's **ADA paratransit service**, you may be eligible for **FREE paratransit rides** through the **Low Income Fare Equity Program (LIFE)**.

To find out if you qualify call the **LIFE Department** at **1-925-706-4399**

**Just a few easy steps:**

1. Call the number above or email
2. See if you qualify
3. Send in your income verification documents by email, mail, fax, or drop them off at our office
4. Receive paratransit tickets for the duration of the program

Phone: 1-925-706-4399  
 Email: LIFE@ECCTA.ORG  
 Fax: 1-925-754-9631  
 Website: www.trideltatransit.com  
 Office: 801 Wilbur Ave., Antioch

The Tri Delta Transit LIFE Program is paid for by Contra Costa County Measure X Funding





If information is needed in another language, please call 1-925-754-4040. | Si necesita información en español, llame al 1-925-754-4040. | 如果需要中文信息，請致電 1-925-754-4040 | Kung kailangan ng Impormasyon sa Tagalog, mangyaring tumawag sa 1-925-754-4040. | Nếu cần thông tin bằng tiếng Việt, vui lòng gọi 1-925-754-4040.

# Key Challenges

- Customized IVR calls to direct callers to Tri Delta Transit's Means Based Fare Department
- Tickets lost in mail
- Multiple calls from participants asking for more tickets than allotted program guidelines
- Senior program passengers requesting to upgrade service to ADA to participate in MBF, increasing number of paratransit applications
- One call / One click center may help with answering questions from phone calls

# Means-Based Fare Program Expansion

- WestCAT and County Connection developing pilots
- Expected to launch Q1 of 2024
- Measure X funding approved for continuing Tri Delta Transit Program and new pilots
- Riders with income < 30% AMI will receive 10 fares per month, for up to twelve months
- Estimated participants:
  - WestCAT – 10 to 70
  - County Connection – 70 to 175
- Administrative costs are still TBD





# Contra Costa Accessible Transportation Strategic Plan

Task Force Meeting

February 8, 2024



# Background: City of San Pablo Medical Trips Pilot

- The consultant team has been working with CCTA and stakeholders on several ideas for pilots for initial implementation of the Accessible Transportation Strategic Plan (ATSP).
- In recent months, the consultant team has been working with CCTA, WCCTAC, and West County stakeholders on a potential medical trip pilot.

# Background: City of San Pablo Medical Trips Pilot

- Reasons to initiate a medical trip pilot in Southern West County
  - ADA paratransit riders in the East Bay Paratransit portion of West County are unable to travel without a transfer to the medical centers (including the County Medical Center) in Martinez due to the One Seat Ride not being available.
  - Older riders who are non-ADA eligible face even greater transportation barriers to Martinez.
  - The proposed pilot meets several ATSP strategies: 1 – Improve connectivity between paratransit programs/eliminate transfer trips; 2 – Same-day trip programs (including wheelchair-accessible service); 4 – Service beyond ADA service areas.
  - Initiating a pilot in West County helps achieve geographic equity in initial ATSP implementation.



# Background: City of San Pablo Medical Trips Pilot

- After discussion with WCCTAC, the City of San Pablo was identified as the best partner for an initial pilot due to their existing city-sponsored transportation program and their interest.
- The team prepared a cost analysis on a wide range of options.



# Options: City of San Pablo Medical Trips Pilot

- Multiple program options were analyzed:
  - Shuttle utilizing existing resources
  - On-demand through GoGoGrandparent, Lyft, or Uber
  - Shuttle days per week of one through three
  - Trips to medical destinations in Martinez, Walnut Creek/Pleasant Hill, and/or Berkeley/Oakland
  - Incorporating travel training or trips to Hercules Transit Center as a solution to getting to Martinez
  - Pilot lengths of six, twelve, and eighteen months

# Options: City of San Pablo Medical Trips Pilot

- The team met multiple times with WCCTAC and the City and narrowed the options to the proposed pilot of a shuttle several times per week.
- The City has historically been unwilling to contract with Transportation Network Companies (TNCs) such as Lyft or Uber.
- The City of San Pablo is willing to hire a new part-time driver (if needed) and utilize their existing large accessible vehicle to shuttle individuals to and from the San Pablo Senior Center and County Medical Center/VA Hospital in Martinez.

# Update: City of San Pablo Medical Trips Pilot

## PROGRAM PARAMETERS

Parameter	Proposal
Frequency	Three round-trip shuttle trips per day; three days a week (Mon, Wed, Thu)
Eligibility	<ul style="list-style-type: none"> <li>• Current participants in the Senior &amp; Disabled Transportation Service</li> <li>• Individuals in the 94806 zip code who are 50+ and/or people with disabilities 18+</li> </ul>
Fares	<ul style="list-style-type: none"> <li>• \$5 regular</li> <li>• Means-based fare \$1</li> <li>• Free for attendants</li> </ul>
Start Date	First quarter 2024
Length of Pilot	Eighteen months

# Update: City of San Pablo Medical Trips Pilot

## COST ANALYSIS

Category	Quantity
Shuttle Trips per month	77
Seats per month (assume round trip)	542
Number of Shuttle Trips in eighteen months	1,393
Daily Trip Time (hr)	7
<b>Hours per month</b>	<b>90.3</b>
<b>Total Monthly Shuttle Cost</b>	<b>\$8,935</b>
<b>Total Eighteen Month Cost</b>	<b>\$160,824</b>
<b>Marketing Cost (start-up and ongoing)</b>	<b>\$10,000</b>
<b>Total Cost for eighteen month pilot</b>	<b>\$170,824</b>

- Transportation cost based on annualized cost of current vehicles/program (operational costs) plus escalation for FY25.
- Reimbursement methodology under discussion, may calculate per shuttle trip

# Update: City of San Pablo Medical Trips Pilot

- Next Steps
  - Finalize funding sources
    - 50% WCCTAC 28b, 50% Measure X
  - Oct 12 TF meeting: recommendation
  - Oct 27 WCCTAC Board: update and fund allocation
  - Nov 2 Planning Committee meeting: recommendation for pilot and fund allocation
  - Nov 15 CCTA Authority Board meeting: approval for pilot and fund allocation
  - Dec 18 City of San Pablo City Council: approval
  - Nov-Dec: set up Agreement
  - Jan: promotion/marketing
  - Mar: begin service

# San Pablo Medical Trips Pilot

- One seat ride shuttle from the San Pablo Senior Center to Martinez Medical Center
- Three round-trip shuttles per day, three days a week (Tuesday, Wednesday, Thursday)
- Eligible riders: anyone in the 94806 zipcode who are 50+ and/or people with disabilities 18+
- \$5 regular fare and \$1 means-based fare
- Beginning in late Q1 2024
- 18-month pilot

**COMING SOON!**

**CITY OF SAN PABLO  
SENIOR AND DISABLED TRANSPORTATION**

**Do you live in the 94806 Zip Code?**

**One-Seat Ride  
Shuttle from  
San Pablo  
Senior Center to  
Martinez Medical  
Center**

*\$5 one-way  
Attendants ride for free  
Available three days a week*

*Reduced fares available.  
Please call to see if you qualify.*

**Apply today!**

Tuesday-Wednesday-Thursday  
**Do you need a ride  
to the Martinez Medical Center?**  
*If so, register today!*

**For more information:**  
Call 510-215-3095  
Or email: [paratransit@sanpabloca.gov](mailto:paratransit@sanpabloca.gov)






# Thank you!

Nelson\Nygaard



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